



**MOZAMBIQUE BANKING, FINANCIAL
SERVICES AND INSURANCE**

TRANSFORMING THE BFSI SECTOR TO BOOST DEVELOPMENT OF LOCAL CONTENT AND INTEGRATION INTO MEGA PROJECTS

Context

The Banking, Financial Services and Insurance (BFSI) sector plays an essential role in the global economy, providing services that underpin commercial and financial activities. Constant technological and regulatory evolution makes the sector dynamic and challenging, requiring constant adaptation by financial institutions, banks and insurance companies to meet the constantly changing needs of their customers and maintain financial stability, security and data privacy in order to promote sustainable and inclusive growth of the BFSI sector.

Following the BFSI 2023 Conference, which highlighted the importance of digital transformation and the challenges faced by the BFSI sector in Mozambique and Africa in general, the BFSI 2024 Conference seeks to advance these themes by addressing key issues, including Data, Innovation, Collaboration, Integrated Access to BFSI services and local content, in the context of megaprojects.

The BFSI 2024 Conference is an opportunity to consolidate the efforts started at the previous conference, aiming for a significant impact on policy development, the formation of strategic partnerships and the implementation of innovative solutions in the financial sector.

Objectives

With the aim of strengthen financial and banking services in the country, the conference will address key issues including Data, Innovation, Collaboration and Integrated Access to BFSI Services. This event comes at a crucial time, when the BFSI sector plays a crucial role in supporting Mozambique's sustainable economic growth, especially in the context of megaproject development.

The BFSI 2024 Conference has the following objectives:

1. Exploring and Maximizing Data Potential

- a. Promote understanding of how data analysis and use can transform the BFSI sector, with a focus on improving decision-making and personalizing customer service.
- b. Stimulate discussions on ethics and transparency in data management, emphasizing the importance of protecting the privacy and security of customer data.

2. Fostering of Technological Innovation

- a. Highlight the relevance of investments in emerging technologies such as artificial intelligence, big data and block chain, and discuss strategies for their effective implementation in the BFSI sector.
- b. Address regulatory and cybersecurity challenges associated with innovation, and develop guidelines for managing inherent risks.

3. Promoting Strategic Collaboration

- a. Encourage the formation of partnerships between companies in the BFSI sector, financial institutions and government entities, with the aim to boost the development of new products and services.
- b. Establish a dialogue on how to ensure collaborations are mutually beneficial and contribute positively to society and the economy.

4. Development of Integrated Access to BFSI Services

- a. Discuss the implementation of solutions that allow customers to access financial services in a unified, secure and efficient way.

- b. Emphasize the importance of educating customers about the benefits of integrated access and the need to promote financial inclusion, regardless of income or location.

5. Response to Mozambique's Economic and Social Needs

- a. Analyze the role of the BFSI sector in supporting Mozambique's sustainable economic growth, especially in the context of the emerging oil and gas sector and other megaprojects.
- b. Identify strategies for the BFSI sector to effectively support the country's economic and social development, in line with national growth and inclusion targets.

6. Creating an Action Plan for the Future

- a. Establish a concrete action plan, with specific targets and initiatives, to ensure that the insights and discussions from the conference translate into effective actions and positive changes in the BFSI sector in Mozambique.

7. Identifying Challenges and Opportunities

- 1. Address the specific challenges facing the BFSI sector in Mozambique, with a focus on developing local content and integrating national companies into megaprojects.

Structure and Methodology

The BFSI 2024 Conference will adopt a dynamic and interactive structure, aimed at fostering an environment rich in dialogue, debate and exchange of knowledge among participants. The event will feature a series of interactive sessions that will include panel discussions, expert presentations and unique networking opportunities.

During the panel discussions, renowned experts from the national and international BFSI sector will come together to explore crucial topics related to the development of this sector in Mozambique and Africa. These moments will provide participants the chance to hear diverse perspectives on the challenges and opportunities present in the sector, in addition to actively participate in discussions.

Expert presentations will be another highlight of the conference. Experienced professionals from the BFSI sector will share success stories, best practices and the latest emerging trends. These presentations represent an excellent opportunity for participants to enrich themselves with the experiences and insights of other professionals in the sector. In addition, the conference will provide valuable networking opportunities. Participants will have the chance to connect with other professionals in the sector, expanding their network of contacts and establishing potential partnerships. This aspect of the conference is especially important, as it allows for the exchange of ideas and the formation of collaborations that can be beneficial to everyone involved in the sector BFSI.

Target Audience

The target audience for the BFSI 2024 Conference is diverse and includes a range of professionals and stakeholders in the BFSI sector. This include executives from financial institutions, banks and insurance companies, technology experts who are at the forefront of digital innovation, government representatives responsible for financial policies and regulations, academics who study and analyze sector trends, professionals and experts from megaprojects. and other stakeholders who have an active interest in digital transformation, economic development and promoting financial inclusion on the African continent. This event aims to be an inclusive and enriching space for all those who wish to contribute and benefit from advances in the BFSI sector in Africa.

PANELS

Panel I

Data, Innovation and Collaborative Strategies for Integrated and Sustainable Access to Financial Services

Context and Justification

The Banking, Financial Services and Insurance (BFSI) sector in Mozambique faces the challenge of adapting to a rapidly changing global environment,

marked by technological evolution and the need for integrated access to financial services.

This panel will focus on how the strategic use of data, technological innovation and collaboration between various entities can transform the BFSI sector, leading to more integrated and sustainable access to financial services in the country.

1. Data

It will focus on the importance of data as drivers of digital transformation in the BFSI sector, discussing how the collection, analysis and use of data can improve decision-making, personalize customer service and optimize operational efficiency, while always respecting transparency and ethics.

2. Innovation

It will explore the role of innovation in the success of the BFSI sector, with an emphasis on investment in emerging technologies such as artificial intelligence, big data and blockchain. It will be an opportunity to discuss strategies for implementing these technologies and addressing related regulatory and cybersecurity challenges.

3. Collaborative Strategies

It will address the relevance of collaboration between companies in the BFSI sector, financial and government institutions. Discussions will focus on how these strategic partnerships can drive the development of new products and services, optimize operational efficiency and reduce risks.

Expected Impact

This panel is expected to generate a set of recommendations and strategies for the transformation of the BFSI sector in Mozambique. Discussions should lead to innovative approaches for integrated access to financial services, ensuring broader, more efficient access and promoting sustainable and ethical practices in the sector.

Panel II

Strategies for Massive and Sustainable Access to Insurance Coverage

Context and Justification

In the context of Mozambique, the insurance sector faces unique challenges and growing opportunities, especially in the digital era and growing awareness of diverse risks. This panel aims to address the strategies necessary to transform the insurance sector, emphasizing the importance of mass and sustainable access to insurance solutions for all segments of society. On the other hand, the development of mega projects in Mozambique brings significant challenges and opportunities for the insurance sector. This panel also aims to explore strategies to innovate and expand the insurance sector, with a specific focus on the participation of local insurance companies in this emerging market, taking as a reference the practices adopted in other markets.

1. Innovation and Technological Adaptation

It will focus on the need for innovation in the insurance sector, exploring how technology, including digital tools and data analytics, can improve the delivery and management of insurance. Discussions will revolve around the implementation of advanced technological solutions for customizing insurance products, assessing risks and improving the customer experience.

2. Expansion and Integrated Access

This segment of the panel will discuss strategies for expanding access to insurance products, with a special focus on integrating services to facilitate access for consumers. Topics such as financial inclusion through insurance, the development of accessible products and the importance of effective distribution channels will be addressed.

3. Sustainability and Social Responsibility

It will examine how the insurance sector can contribute to sustainability and social responsibility. This will include discussion of insurance that supports responsible environmental and social practices, as well as exploring the role of insurance in mitigating risks related to natural disasters and climate change in the context of megaprojects.

Expected Impact

This panel will seek to generate a set of recommendations and strategies to innovate and expand the insurance sector in Mozambique. The discussions are expected to lead to a better understanding of how integrated and sustainable access to insurance coverage can be achieved, thus benefiting the entire Mozambican society.

Panel III

The Role of BFSI in Boosting Local Content Development and Integration in Mega Projects

Context and Justification

Mozambique, with considerable resources, occupies a prominent position in the energy development scenario in Africa. This reality places the country in a privileged situation to capitalize on these resources to promote economic growth. In this context, the Banking, Financial Services and Insurance (BFSI) sector has a fundamental role to play in sustainably supporting economic expansion. The focus of this panel will be to address the ways in which the BFSI sector can contribute to the valorization of local content, the effective insertion of Mozambican and African companies in mega projects and, consequently, to Mozambique's economic development.

This panel will also focus on the active participation of local insurance companies in megaprojects in Mozambique.

It will discuss how these companies can empower themselves and compete efficiently in this sector, addressing strategies inspired by successful examples from other markets. The objective is to strengthen the role of Mozambican insurance companies, equipping them with knowledge and practices that can boost their presence and effectiveness in this field.

In addition, the panel will also focus on strategies aimed at expanding access to insurance products, prioritizing the integration of services that meet the specific demands of megaprojects. Methodologies for developing specialized insurance will be discussed, ensuring that they are aligned with global standards and requirements, and that they respond appropriately to the risks and characteristics inherent to this constantly evolving market.

1. Evaluation

Re-evaluate the current approaches of the BFSI sector, especially with regard to the support and development of local content in megaprojects. This includes a critical analysis of existing practices, identifying areas in need of innovation and improvements.

2. Strategies

After the reflection process, it is crucial to develop new strategies that are more efficient, sustainable and aligned with the needs of megaprojects. This may involve creating new financing models, strategic partnerships and capacity building initiatives for local businesses.

3. Implementation

Implement new strategies with new impetus, adapting to market changes and sector demands. This means not only applying new policies and practices, but also promoting a culture of continuous innovation and adaptation within the BFSI sector.

These three elements together aim to drive the necessary transformation in the BFSI sector, allowing it to play a more effective and proactive role in the development of local content and the integration of national and African companies in megaprojects.

Expected Impact

This panel is expected to result in a set of practical recommendations for the BFSI sector, aiming to boost Mozambique's economic development, improving the integration of local companies and promoting sustainable business practices in megaprojects.

Panel IV

Reshaping the African Narrative: Unlocking the Continent's Potential and Charting New Paths

Context and Justification

This panel focuses on the unique opportunity to reshape the African narrative, highlighting the continent's immense untapped potential and the strategies needed to unlock it. The discussion will focus on how Africa can

redefine its history and trajectory, moving beyond stereotypes and building a narrative based on innovation, growth and a promising future.

1. **Redefining the African Narrative** Will explore how Africa can change the global perception of itself, moving away from clichés and focusing on its riches, cultural diversity and economic opportunities. The session will emphasize the importance of a narrative that reflects the continent's contemporary reality and its future aspirations.
2. **Unlocking African Potential** Will discuss the various ways in which the continent can unlock its potential. This segment will focus on identifying and seizing the unique opportunities that Africa offers, covering sectors such as technology, natural resources, innovation and human development.
3. **Charting New Paths for the Future** It will focus on establishing strategies and guidelines for the future development of the continent. The discussion will include implementing innovative policies, strengthening regional and global partnerships, and fostering an environment conducive to sustainable growth and inclusion.

Expected Impact

This panel aims to inspire in-depth debate about how Africa can rewrite its own history and direct its future. It is hoped that the discussions will generate concrete ideas and strategies to promote a more positive and dynamic image of Africa, paving the way for more sustainable and inclusive development.

Conclusion

As we approach the BFSI 2024 Conference, scheduled for June, it is essential to recognize the importance of this event for the future of the Banking, Financial Services and Insurance sector in Mozambique. This event is not only an opportunity to share knowledge and experiences, but also a call to action. We invite everyone to get actively involved in preparing for this event, deepening knowledge, generating innovative ideas and establishing strategic collaborations.

The BFSI 2024 Conference will not just be a platform for discussion, but a starting point for transformative actions that will drive economic development and financial inclusion. This event is a call to action - to learn, connect and innovate. Together, we will shape a future that reflects our commitment to excellence, innovation and inclusion. Let us unite to shape this promising future.

June 19, 2024, Montebelo Indy Maputo Congress

Time	Activities
8:00	Arrival of Guests and Coffee Opening session
Opening Session	
8:30	National Anthem
8:35	Intervention His Excellency, President of the Municipal Council of the City of Maputo
8:40	Intervention by the Honorable President of the BFSI Commission
8:45	BFSI 2023 Summary Video
8:50	Intervention by His Excellency Director of FSDMoc
8:55	Intervention by His Excellency Minister of Economy and Finance
9:00	Opening Speech by His Excellency Prime Minister
9:30 – 11:00	FIRST PANEL: Data, Innovation and Collaborative Strategies for Integrated and Sustainable Access to Financial Services. Intervention: His Excellency Rogério Zandamela, Governor of Bank of Mozambique Moderator: Prof. Dr. Eng. Américo Muchanga, CEO of Mozambique Airports Speakers: INTIC, BNI, Commercial Bank, Insurance Company, UEM, Technological Company
11:00 – 13:30	SECOND PANEL: Strategies for Massive and Sustainable Access to Insurance Coverage Moderator: Representative of the Mozambican Insurance Association Intervention: Insurance Supervision Institute of Mozambique Speakers: International Association of Insurance Supervisors (IAIS), African Insurance Association, National Insurance Companies, AIDA Portugal, INSS
13:30 – 14:30	Lunch break

14:30 – 16:00	THIRD PANEL: The role of BFSI in Boosting Local Content Development and Integration in Mega Projects Moderator: Representative of the Local Content Group Intervention: His Excellency Minister of Mineral Resources and Energy Speakers: Total Energy, Exxon Mobil, INP, Sasol, Banco Nacional, Seguradora Nacional, Banco Africano, ENH 4pm: 5:30pm
16:00 – 17:30	FOURTH PANEL: Reshaping the African Narrative: Unlocking the Continent's Potential and Charting New Paths Moderator: Tumi Makobo, BBC Presenter and Owner of Africa World Media Intervention: His Excellency President of the African Tourism Board Speakers: Paulina Chiziane, Mia Couto, Orlando da Conceição, Naguib Abdula, Chimamanda Ngozi, Wole Soyinka
17:30	Closing: • Intervention by the Honorable President of the BFSI committee • Closing Speech by His Excellency Minister of Transport and Communications
18:00 – 20:00	Cocktail and Cultural Moment in Celebration of Mozambique's Independence Month • Banda Golden Boys, by Professor Orlando da Conceição (Jazz and greatest marrabenta hits) • Wazimbo • Irmãs Domingas and Belita • Flávio Lisboa • Grupo Cultural Casa Militar